

# Better Journeys. Better Members.

Relay is the most trusted, HIPAA-compliant channel for reaching the most vulnerable and hard-to-reach members.

**Payers use Relay to launch fast, high-converting campaigns that drive action on OBBBA changes and more.**

Relay is a content delivery channel that combines the **rich, multi-faceted experience of scrolling feeds** with the **timeliness of text**.

## Relay supports health payers across three critical areas:

### Member retention in a shrinking market

Increase awareness and drive action during redetermination and beyond.

### Cost-efficiency and reduction

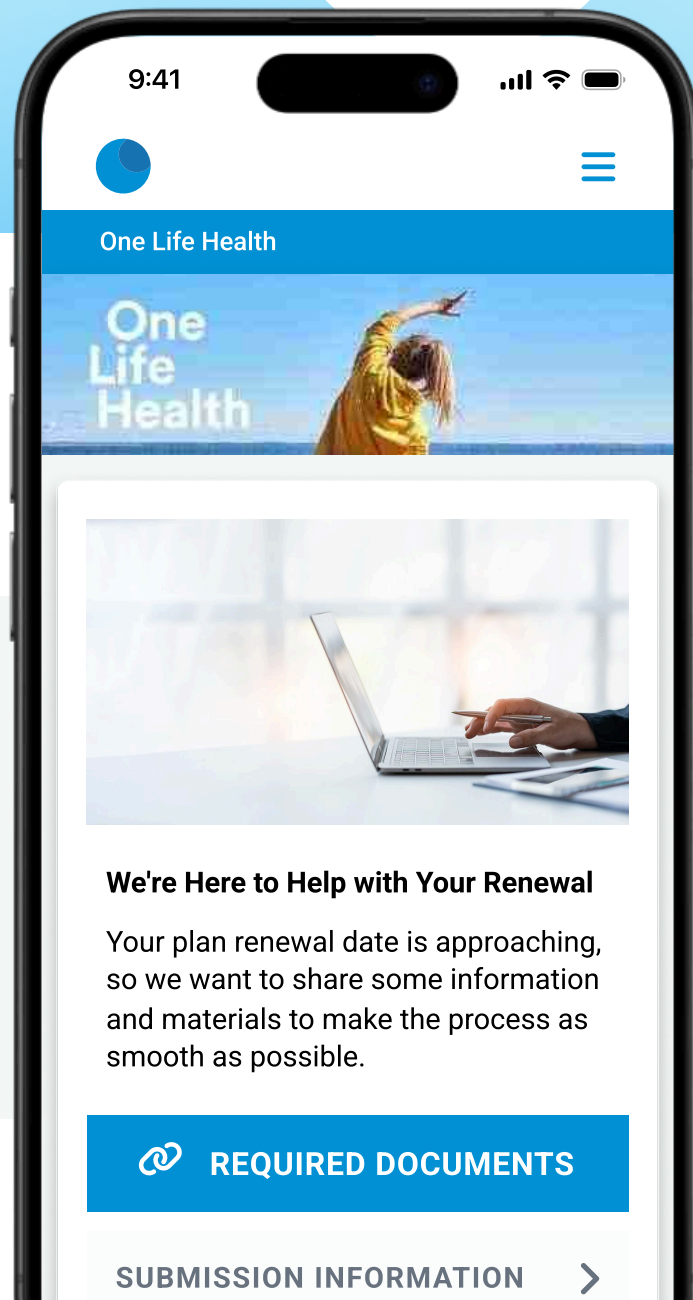
Reduce costs from direct mail, call center volume, and customer support using Relay's channel.

### Guiding members to the right care path

Guide members toward the right care paths and provide information to access appropriate care and available resources.



TRY THE  
RELAY FEED



Healthcare organizations using Relay have seen the following results:

**81%**

Members clicked to renew on redetermination messages

**11%**

Increase in preventive screenings

**24%**

Reduction in call volume

**175%**

Increase in reviewing plan information

**2x**

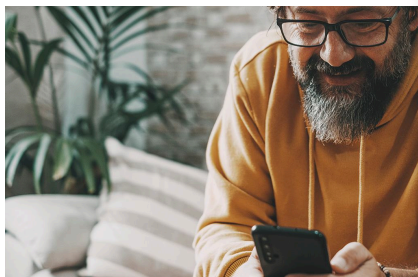
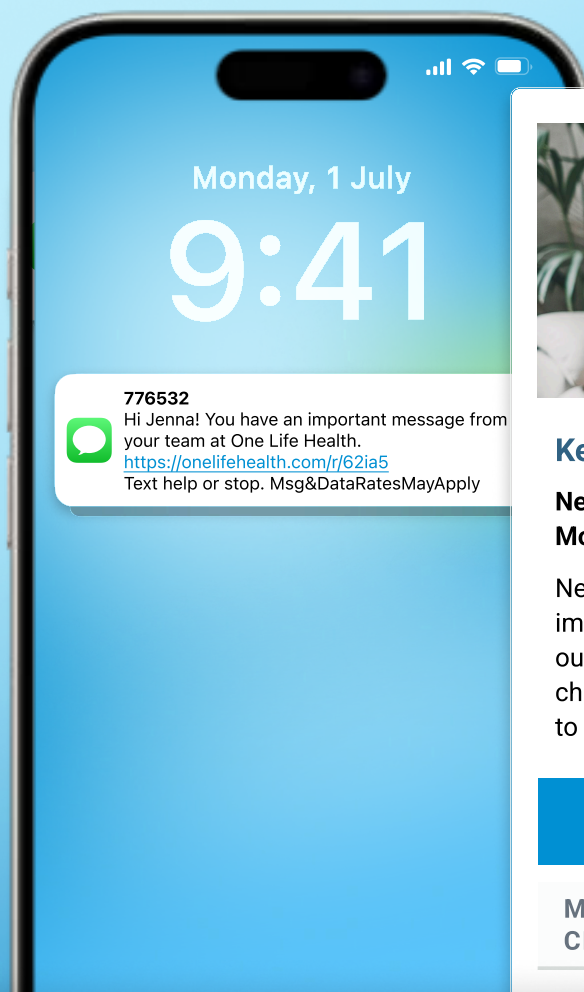
Engagement on redetermination reminders within hours of receipt

*Interested in learning more?*

[sales@relaynetwork.com](mailto:sales@relaynetwork.com) (484) 249-0935

# How Relay Works

Our secure, mobile-first feed enables payers to reach members where they are with the information they need to stay informed, covered, and engaged.



## Keep an Eye on Your Premium

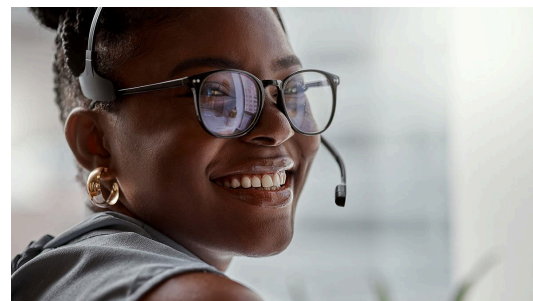
### New Regulations Could Change Your Monthly Cost

New regulatory changes have impacted premiums across many of our plans. Log into your account to check your monthly premium amount to ensure you understand your cost.



LOGIN TO YOUR ACCOUNT

MORE INFORMATION ABOUT CHANGES



## Let's Make Sure You Have the Right Coverage

### Connect with our Team to Learn About Care Offerings

At One Life Health, we have a wide range of plan options for members just like you. Reach out to our team to learn more about your options or check out our resource page by clicking the link below.



CHAT WITH A TEAM MEMBER

PLAN RESOURCE SITE



## Instantly Deliver 1:1 Experiences via Text

Reach your entire member base using our TCPA compliant SMS notification engine. From there, members access their personalized, HIPAA-compliant feed, no login or download required.

## Engage Members with a Feed of Personalized Content

Deliver exactly what members need, when they need it, in a format they are comfortable with. Ensure members receive timely messages, no download or log-in required.

## Drive Member Interaction with Your Content

Populate feeds with relevant content proven to drive member education and action. Leverage features like form fill, file upload, and real-time chat -- all within the Relay Feed.

## We Partner with You

Integrate seamlessly into your existing systems

Dedicated client success managers assigned to you for expertise and service

Quick and cost-effective implementation

Access to analytics and insights for program optimization